Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Gerontechnology

Title	Assist the Elderly Persons/Carers to Collect, View and Monitor Electronic Health Records at Home
Code	110883L3
Range	This Unit of Competency is applicable to practitioners who provide technological equipment in the elderly care service industry.The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills.Practitioners should be able to follow the relevant procedures and guidelines to assist the elderly/carers in collecting, viewing and monitoring electronic health records in their home environments, in order to improve the elderly's health management abilities.
Level	3
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on assisting in collecting, viewing and monitoring electronic health records
	
	• Understand the targets and procedures of collecting, reviewing and monitoring electronic health records
	• Understand the tools and equipment that collect electronic health records, such as:
	   o Medical instruments connected to computers, such as:
	      ▪ Sphygmomanometer
	      ▪ Thermometer, etc.
	   o Health measurement monitors and displays that the elderly persons carry around with them
	   o Elderly health quality questionnaire
	   o Personal privacy information transfer form
	• Understand the communication methods and attitudes when assessing the records with the carer, such as:
	   o Listen patiently
	   o Earnest attitudes
	   o Explain carefully, etc.
	
	2. Assist the elderly persons/carers to collect, view and monitor electronic health records at home
	
	• Before assisting the elderly persons in collecting electronic health records, make sure to follow the organization's procedures and guidelines, such as:
	   o Making elderly home visit appointments by phone
	   o Assist the elderly/carers to apply for electronic surveillance services, such as: explain and complete the following documents:
	      ▪ Service application form
	      ▪ Health quality questionnaire
	      ▪ Personal privacy data transfer form, etc.
	   o Explain the importance of the health measuring devices to the elderly persons and encourage the regular use of them
	   o Explain to the elderly persons/carers that the center will arrange medical professionals to regularly visit the elderly persons and measure their health
	   o Explain to the elderly persons/carers the application of electronic data collectors and the connected health measurement products, such as: the display on the device when their health data is abnormal
	   o Explain to the elderly persons/carers the methods to access the data, such as:

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	▪ Displayed on electronic measuring devices at home
	    ▪ Call or visit the center in person, to check data or request assistance after verifying their identity
	  ○ Explain to the elderly persons/carers that all data will be uploaded to the center and monitored
	  ○ Answer the phone calls enquiries by the elderly persons/carers.
	  ○ If an abnormal situation is found in the elderly's data when monitoring through the organization's electronic system, report to the senior for follow-up purposes
	
	3. Exhibit professionalism
	
	  • When assisting in the collection, review and monitoring of electronic health records, clearly explain the procedures according to the relevant procedures and guidelines, and actively provide cordial assistance
	  • Attend to the health of the elderly persons and encourage them to regularly use health measurement devices and equipment to collect data for their electronic health records

Assessment Criteria	The integrated outcome requirements of this Unit of Competency are:
	
	  • Able to follow relevant procedures and guidelines to use the organization's electronic health system to assist the elderly and organization to collect data for their electronic health records; and
	  • Able to monitor the elderly's health of the elderly through the organization's electronic monitors.

Remark	